



Software Help Sheet 10:

Reporting a SAMS

Performance Problem

Author:	Frank Ditto
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Reporting a SAMS Performance Problem

As more Los Angeles County AAA providers increase the usage of the SAMS system there will be some performance issues as SAMS is adjusted to the flow of data in and out of Los Angeles. To help keep the performance issues minimized and speed their resolution, it would be helpful if providers would use the following "standard measurement" of how fast or slow the system is responding, measured in seconds. Additionally, Harmony Information systems (company that provides SAMS to us) is requesting what connection is being used (we will show you how to get that information below). This information should be e-mailed to CSS and we will forward it to Harmony.

Using a similarity to a patient visiting a physician, telling the doctor that you hurt is a beginning. For a diagnosis to take place and have corrective actions, the doctor needs to know, where it hurts and how badly. Tuning a large computer system for optimum performance is much the same, we need to know how bad and where. A report of the "system is slow" (i.e. it hurts) is important but will not help in diagnosis or solution.

If you are experiencing a SAMS production performance problem, please take the following simple steps to report the incident.

1. From the Production Folder select SAMS and bring up your consumer list.
2. Start your timing at the point that you Double click on a consumers name.
3. When that consumer appears, click on the "Details" button.
4. Write down the number of seconds that it took up to the point that the consumer detail screen appears.
5. At the bottom of your screen there is an icon that looks like a red ball on top of a black stand. Double click that icon.
6. You will now see the "Program Neighborhood Connection Center", the connect number that you need begins with "**CTX**" then a number. Remember that CTX and number.
7. E-mail the second measurement and the CTXxxx number in the following format to:

To: CSS_AAA_techsupport@css.lacounty.gov

Subject: SAMS PERFORMANCE ISSUE

(Message Text)

1. Los Angeles County AAA Provider Name: (enter your provider name)
2. Response time measured from double click
on Consumer until a Detail screen selected and displayed: xx Seconds.
3. My Connection Center number is : CTX (add number)
4. Date: Time (Pacific Standard Time):

The below is what the SAMS screens will look like for reporting a performance issue. Number match instructions on previous page.

